

DIVISION OF LOCAL GOVERNMENT SERVICES
SHARED SERVICES AGREEMENT
COVER SHEET

PROVIDER: Freehold Twp. COUNTY: Monmouth

RECIPIENT: Manasquan River Reg. Security Authority COUNTY: Monmouth

BRIEF DESCRIPTION OF SERVICE:

Information Technology Services.

EFFECTIVE DATE: _____

EXPIRATION DATE: _____

ESTIMATED COST SAVINGS

TO BE ACHIEVED OVER THE TERM OF THE AGREEMENT _____

Please submit this cover sheet with shared service agreement either via email to EKG@dca.state.nj.us or hard copies may be mailed to the Division of Local Government Services at PO Box 803, Trenton, NJ 08625-0803. Mailed correspondence should be sent to the attention of Shared Services.

**SHARED SERVICES AGREEMENT
BETWEEN FREEHOLD TOWNSHIP &
MANASQUAN RIVER REGIONAL SEWERAGE AUTHORITY
FOR INFORMATION TECHNOLOGY SERVICES**

THIS SHARED SERVICES AGREEMENT is effective the 1st day of January, 2017 between TOWNSHIP OF FREEHOLD, a municipal corporation of the State of New Jersey, 1 Municipal Plaza, Freehold, NJ, hereinafter referred to as “Freehold” and MANASQUAN RIVER REGIONAL SEWERAGE AUTHORITY, P.O. Box 646, Farmingdale, NJ, hereinafter referred to as “MRRSA”.

The purpose of this Agreement is for Freehold to provide information technology services to MRRSA according to the following terms:

1. This Agreement shall take effect January 1, 2017 and expire December 31, 2017.
2. Freehold shall provide information technology services to MRRSA according to the terms and conditions set forth below.
3. Freehold shall charge MRRSA for information technology services as follows:
 - a) For Level I and Level II support, as described below, a flat fee rate of \$572. per month (\$6,864. per annum);
 - b) For Level III and Level IV support services and rates are below.

SCOPE OF SERVICES:

The Township of Freehold will provide Level I Basic and Level II Networking services as described below as part of the normal monthly support. Level III Project and Level IV Emergency support services will be provided on an as needed basis.

Level I Basic Support

Support includes but is not limited to:

- Setup of new PCs to conform to standards and installation of software applications
- Troubleshoot/repair hardware issues relating to workstations
- Installation of hardware and routine maintenance for desktop workstations
- Troubleshoot and routine repair of printers (i.e. – fusers, rollers, network cards)
- Troubleshoot applications
- Installation of approved, licensed software on workstations
- Help desk support for workstations – including MS Windows, Office, and approved applications.
- Anti-virus updating and scanning of workstations
- Relocation of computers and printers as needed for staff moves
- Provide recommendations/quotes for computer replacement program

Level II Networking Support

Support includes but is not limited to:

- Network infrastructure changes, support and maintenance
- Maintain/troubleshoot router to current internet provider
- Maintain/troubleshoot current firewall and update policies on current firewall as needed
- Maintain/configure secure VPN connections for remote users
- Daily data backup procedures and configuration changes
- Maintain/troubleshoot connections to remote locations
- Maintain integrity and security of network
 - firewall monitoring
 - anti-virus monitoring
 - internet gateway monitoring
 - apply security updates
 - wireless access points
 - spam and web blocker filtering
 - VPN support on existing firewall
 - adherence to Computer Use Policy
 - education for users
- Add/Change user login accts and permissions
- Maintain Group Policies
- Maintain and support hosted e-mail server, e-mail accounts and mailboxes or Microsoft Exchange E-mail Server
- Configure network printers
- Assistance with current voice/internet provider
- Assistance with door access system with support as needed from current vendor
- Update phone system auto-attendant
- Diagnose and troubleshoot system problems; Any failures which would require the rebuilding of servers and/or networking equipment would be covered under level IV support.

Level III Project Support

Support includes project planning, design and development for system-wide changes to the network infrastructure. Work will only be performed under this level of service when authorized by the MRRSA (See below current rate schedule.)

- * Planning, design and development for enhancement and/or replacement of network or system infrastructure
- * Installation and implementation of new core technology hardware (i.e. servers, routers, switches, firewall, data backup hardware)
- * Installation and implementation of new or upgraded core technology software (i.e. operating system, data backup software, anti-virus, anti-spam, virtual private network)
- * Documentation of any new infrastructure changes implemented
- * Consultation services

Level IV Emergency Support

Support includes services for emergency response and support situations. Work will only be performed under this level of service when authorized by MRRSA (See below current rate schedule.)

- * Core technology failures to include but are not limited to:
 - Server operating system
 - Servers (file/print, e-mail, payroll, terminal services server, etc.)
- * Core network hardware failures to include but are not limited to:
 - internet router
 - firewall
 - network switches
 - network routers
- * Support related to a virus outbreak or network security breach.
- * Any off-hour call in requests and work completed during off hours.

CURRENT RATE SCHEDULE: (For Level III and Level IV services only)

Director of Information Technology	Assistant Director of Information Technology	Senior Network Technician	Network Technician
\$110/hr	\$85/hr	\$70/hr	\$50/hr

IN WITNESS WHEREOF, parties of this Agreement have caused it to be signed by their proper officers and their corporate seals to be affixed as of the day and year set forth above.

ATTEST: (Affix Seal)

Teresa Warner
TERESA WARNER, Township Clerk

TOWNSHIP OF FREEHOLD

Peter R. Valesi
PETER R. VALESI, Township Administrator

ATTEST: (Affix Seal)

Donald F. Hill
DONALD F. HILL, ASSISTANT SECRETARY

MRRSA

Brian Brach
BRIAN BRACH, Director

APPENDIX C

	Holly Manis	Tom Muh	Phil Marziale	Zach Hughes
Salary	138,676	89,353	72,111	38,110
FICA	7,347	5,540	4,471	2,363
Medicare	2,011	1,296	1,046	553
Unemployment - Twp average	22	22	22	22
Workers Compensation Insurance	251	162	130	69
Medical Insurance (employer share)	8,814	24,695	25,682	11,616
Dental Insurance	376	376	376	376
Life Insurance	76	50	50	50
PERS - (from State EPBAM) 10.97%	15,213	9,802	7,911	4,181
Total	172,785	131,295	111,799	57,339
Divided by 1820 = hourly rate (35 hr/wk)	94.94	72.14	61.43	31.51
plus 10% interlocal fee	104.43	79.35	67.57	34.66
Rounded Rate \$	104.00 \$	80.00 \$	68.00 \$	35.00
Overtime rate (for after hours call in work) \$	123.00 \$	90.00 \$	76.00 \$	45.00